

VISITOR/RECEPTION –NAME OF LOCATION/SCHOOL

Description/Activity- Visitor Behaviour Assessment no.1		Date of Assessment		Risk Level Medium		
Staff manning school office at any time of the day when the front and rear gates are opened. Staff exposed to parents/visitors when they have to open doors to parents to liaise or from after school activity dismissals						
What are the hazards?	Who might be harmed and how?	What is done to reduce/control the risks?	Risk Level	What more can be done or what further action is necessary?	Action by whom?	Action by when?
Visitors Parents/carers/relatives; <ul style="list-style-type: none">verbally and physically attacking staff;;under the influence of drugs or alcohol;arriving with groups of aggressive friends;presenting threatening behaviour(s):	<p>Children waiting to be collected outside school office are at risk of physical harm or trauma when parents/carers start kicking or pushing furniture</p> <p>Staff, visitor, pupils, bystanders are at risk when parents are crowded into entry area where non-consensual violence, pushing or shoving occurs.</p> <p>Staff, visitors or perpetrators harmed as the result of physical assault.</p> <p>Staff, visitors or harmed as the result of the effects of stress form such episodes.</p>	<ul style="list-style-type: none">Office doors controlled by staff in officeSigning in and out books –All external gates are locked except at times of drop off (8.25am-8.45am) and collection (3:30pm-3.45pm)CCTV cameras operationalClub organisers take children to main entrance and dismiss to parentsitems which could be used to attack/injure ie cellotape dispenser to be out of reachOffice Staff to alert Site Manager if gate left openOffice staff to discuss regularly during H&S section of Team/office MeetingPolice contact numbers to be displayed (see attached)Nursery parents to be regularly reminded of the need to close gates/do not prop openseparate lone working risk assessmentEnsure all staff aware of difference between panic alarm sound and fire alarm and what to do in the event alarm sounds	M	<ul style="list-style-type: none">Investigate possibility of raising reception desk/shelf, removing glass/installation of safety screen alternative. Take advice from H&S team.Investigate possibility of additional CCTV, ie reception area, main gate, corridor, outside front door. Take advice from H&S team.Remind all staff of importance of keeping gates and doors closedSuggested to SLT to limit number of after school clubs per day – stagger across the weekRegular reminders to visitors that abusive and/or aggressive language or behaviour will not be toleratedConsistent approach to dealing with verbally abusive parentsSuggested to SLT to use an ‘airlock’ process when dismissing children from after school activities.Circulate information with regard to any parent(s) who are banned from the premisesPossible use of personal alarmsInclude policy decision to offer counselling to staff after incidents.Management team to consider legal advice and to review if exclusion or banning orders are appropriate to individuals.Review visitor policy to ensure suitability and amend as required.Develop protocol, for dealing with visitors		On going

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		<ul style="list-style-type: none"> Deal with parent at reception where at all possible. If have move to another room, ensure another member of staff is present. Interior door (between reception/school) to be kept closed unless opened by office staff. 		<p>that recognises required actions at early stages of potential incident.</p> <ul style="list-style-type: none"> Review training requirements and existing skill sets of staff to ensure suitable and sufficient competences. Office Staff to attend relevant training ie how to deal/manage difficult situations 		
Date of Review On going	Who was involved in the RA	Actions agreed		Assessors Signature		Head Teacher's Name: Ms Bhalla Signature:
Comments – - Recommendations will be ongoing.						